

# INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

**1. POST**

**KAMPALA**

**2. AGENCY**

**STATE**

**3a. POSITION NO.**

**101236**

**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.** ☐ Yes ☐ No

**4. REASON FOR SUBMISSION**

- ☐ a. Reclassification of duties: This position replaces  
Position No. \_\_\_\_\_, \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)
- ☐ b. New Position
- ☐ c. Other (explain) \_\_\_\_\_

**5. CLASSIFICATION ACTION**

Position Title and Series Code

Grade

Initials

Date  
(mm-dd-yy)

a. Post Classification Authority

**MAIL ROOM CLERK FSN-130**

**3**

b. Other

c. Proposed by Initiating Office

**6. POST TITLE POSITION (if different from official title)****7. NAME OF EMPLOYEE****8. OFFICE/SECTION**

**U.S.EMBASSY KAMPALA**

a. First Subdivision

**INFORMATION PROGRAM UNIT SECTION**

b. Second Subdivision

**ADMINISTRATIVE SECTION**

c. Third Subdivision

**N/A**

**9. This is a complete and accurate description of the duties and responsibilities of my position.**

**10. This is a complete and accurate description of the duties and responsibilities of this position.**

\_\_\_\_\_  
Typed Name and Signature of Employee

\_\_\_\_\_  
Date(mm-dd-yy)

\_\_\_\_\_  
Typed Name and Signature of Local Supervisor

\_\_\_\_\_  
Date(mm-dd-yy)

**11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.**

**12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.**

\_\_\_\_\_  
Typed Name and Signature of American Supervisor

\_\_\_\_\_  
Date(mm-dd-yy)

\_\_\_\_\_  
Typed Name and Signature of Human Resources Officer

\_\_\_\_\_  
Date(mm-dd-yy)

**13. BASIC FUNCTION OF POSITION**

The US Mission Mailroom processes thousands of mail annually, both incoming and outgoing, and disburses mail to various departments and agencies in a timely and efficient manner. The incumbent performs mail clerk duties with a primary responsibility for the overall receipt, inspection, distribution, and dispatch of DPO mail, diplomatic mail pouch, courier service mail, and local mail. Mail service is provided to all 6 agencies i.e. DOS, USAID, CDC, NIH, PC, DOD resident at Post. Serves as backup receptionist/telephone operator at the Chancery.

**14. MAJOR DUTIES AND RESPONSIBILITIES**

Effectively and professionally, interface with customers, responding to all customer issues, complaints, concerns and questions that arise. Checks outgoing mail for authorized use, proper addresses, adequate postage, enclosures, weight limits, and return address. Seals pouches, wraps, or otherwise prepares official mail for mailing. Conducts trips the Entebbe airport to receive incoming mail. Keeps logs of incoming and outgoing correspondence and packages. Prepares the documentation and contents for the diplomatic pouches and registers outgoing mail. Scans incoming DPO mail for restricted materials. Distribute DPO mail and diplomatic pouch mail.

Assist in receipt and delivery of courier packages, monitor and order the mailroom expendable supplies. On-line pouch tracking responsibilities, data entry, filing, sorting and distribution of letter-mail. Use a computer to keep records of incoming and outgoing items and prepare mailroom logs and workload counts. 70%

Perform a variety of messenger and delivery duties to ensure timely distribution of messages, mail, fax, printed materials and various supplies to sites and departments and other agencies. Process all outgoing mail according to postal and internal rules and regulations. File, photocopy and perform other clerical duties to insure smooth running operation. Unload, move and store incoming supply shipments. Perform other duties as assigned by supervisor.

Ensure continuous and efficient operation support for all members and employees. Maintain special mail services, supplies, and records. File and maintain "inactive" mail records. Perform other Administration Department related business errands and duties as required 20%

Assist in the maintenance of photocopying and duplicating machines and provide photocopying services. Handles, cleans offset press at conclusion of runs and oils, greases and performs minor maintenance on press as necessary. Collates, assembles and staples or binds multi page duplicating jobs. Fills ink reservoir, filling paper magazine and making complex adjustment to produce good quality copies. Operates minor maintenance of photocopying machines. Continually observes the proper use of photocopiers. 10%

## 15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education  
Completion of secondary school (O and A 'Level).
- b. Prior Work Experience  
One and half years of mail handling experience are required either in a diplomatic or government organization.
- c. Post Entry Training  
On the job is required, on-line courses and Embassy sponsored classroom sessions are provided.
- d. Language Proficiency: List both English and host country language(s) by level and specialization.  
Level III English and Level II Luganda ability is required.
- e. Knowledge  
Knowledge of mail handling procedures, office duplicating, and computers.
- f. Skills and Abilities  
Working knowledge of computers and word processing functions is required. Level 1 typing - 30 w.p.m. is required. Ability to lift and carry up to 50 lbs. Previous packing experience helpful. Experience in running various office machines (Copier, paper cutter, folding machine, postage meter, and collator) is required. Good organizational, communication, and writing skills. Ability to work well under pressure and attention to detail. Ability to learn new concepts quickly, and be self-motivated.

## 16. POSITION ELEMENTS

- a. Supervision Received  
FSN Mailroom Supervisor under the guidance of the Information Management Officer or Information Program Officer.
- b. Available Guidelines  
Mailroom Standard Operating Procedures (SOP's), Department of State manuals. Diplomatic Mail and Pouch procedures
- c. Exercise of Judgment  
Must be able to ensure adequate distribution of incoming and outgoing mail, correspondence, etc. Multitasking in all areas of mailroom environment.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

All US Mission employees and serviced Agencies for customer service, courier representatives and vendors for receipt of goods and services.

f. Supervision Exercised

None

g. Time Required to Perform Full Range of Duties after Entry into the Position

52 Weeks